

1. (Cancelled)
2. (Previously Presented) The virtual technician of claim 8, wherein the computer program is executed in a client environment.
3. (Previously Presented) The virtual technician of claim 8, wherein the computer program is downloaded to a client environment and executed in its entirety in the client environment.
4. (Previously Presented) The virtual technician of claim 8 further comprising
playing a video file associated with the answer.
5. (Previously Presented) The virtual technician of claim 4, wherein the video file is a MPEG (moving pictures experts group) file.
6. (Previously Presented) The virtual technician of claim 8 further comprising a database residing in the computer readable memory, the database storing information on a plurality of radiotelephones.
7. (Previously Presented) The virtual technician of claim 8 further comprising a database residing in the computer readable memory, wherein the database stores the answer to the user problem.

8. (Currently Amended) A virtual technician for assisting a user to operate a radiotelephone, the virtual technician being capable of interpreting a technical request and providing a solution for the request, the virtual technician comprising:

a computer readable memory on which is stored a computer program, the computer program comprising instructions, when executed by a computer, perform the steps of:

in a first troubleshooting mode:

receiving a user problem from a user input;

receiving manufacturer data;

receiving radiotelephone model data;

promoting a user to select a high level description of the problem;

receiving a specific symptom of the problem;

searching for an answer to the user problem stated by the user input; and

displaying the answer to the user;

wherein the computer program further performs the step of:

in a second programming mode, changing features of the radiotelephone, the changing features of the radio telephone including:

receiving an equipment manufacturer from a user input;

receiving an equipment model from a user input;

providing a list of programmable features for the model to the user;

receiving a selected programmable feature from a user input;

programming the radiotelephone with the selected programmable feature in response to a user input.

9. (Previously Presented) The virtual technician of claim 8, wherein the computer program further performs the step of displaying a list of the specific symptoms.

10. – 17. (Cancelled)